

## Filing a Claim for NH Paid Family and Medical Leave Insurance Benefits

The information below describes the steps you should follow to submit a claim for NH Paid Family and Medical Leave insurance benefits. These instructions also describe what you can expect during the claim process.

\*MetLife provides translation services for your convenience by calling **1-866-595-PFML (7365)**

### 1 It is recommended you notify your supervisor when submitting a NH PFML insurance claim

Discuss the reason for your qualified claim, including:

- Length of your qualifying leave and your estimated return to work date
- If your qualified leave will be taken continuously or intermittently
- Planned use of employer-paid leave (PTO, vacation, or other forms of insurance benefits)

### 2 Choose a way to submit your claim:

- **Call 1-866-595-PFML (7365)**
- **Mail** a paper claim form to:  
Metropolitan Life Insurance Company  
PO Box 14590  
Lexington, KY 40512-4590
- **Fax** a paper claim form to  
1-800-230-9531
- Submit a claim **online** at  
[www.mybenefits.metlife.com](http://www.mybenefits.metlife.com)

### 3 What happens after I submit my claim?

When you file a claim for NH PFML insurance, MetLife will send you an **Acknowledgement Package** within **one (1) business day** which includes forms required to support your claim.

Submit the following forms to MetLife:

- Signed **Authorization/Release Form** allowing MetLife to gather required information
- Completed **Certification Form** indicating your qualified leave reason and employment details

A MetLife claims specialist may contact you for additional details about your claim.

Your employer will be contacted to confirm employment and coordinate other eligible benefits.

MetLife will send you a letter detailing any missing information needed to complete your claim.

MetLife will communicate a decision within five (5) calendar days of receiving all required information.

- If your claim is approved, MetLife will include details about your wage replacement benefit.
- If your claim is denied, you will have 10 calendar days to appeal the decision.

### 4 Ongoing Communication with MetLife

MetLife will contact you periodically to discuss updates or changes to your claim.

If your leave is not continuous, you and your employer may need to be in regular contact with MetLife about your work schedule.

Notify MetLife and your employer if you return to work earlier than expected or need to be out longer.